Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-12	No.: RD643001a

RTB Reissue

Subject: How to install the Fax Option Type C5502		Prepared by: Chihiro Shimaji		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	Troubleshooting	Part information	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	Tier 2

Service Manual Revision

D643

Replace the descriptions of Installation procedure of Remote Fax Installation with the following.

P.35-p.38

Fax Connection Unit Type B (Remote Fax)

Installation Procedure

This unit allows a machine without the Fax unit installed ("Client-side Machine") to send and receive faxes via a machine with the Fax unit installed ("Remote Machine").

Requirements:

- Both the Client-side Machine and Remote Machine must have this unit, the Printer unit, and Scanner unit installed.
- Up to six machines can be registered as the Client-side Machines.
- Machines that have the Fax unit installed **cannot** be used as the Client-side Machine.
- Only one machine can be registered as the Remote Machine.
- Firmware for this unit: "aics" (software number: D1445546)
- Remote Fax transmissions are possible on a G3 line.
- The remote fax function does not support User Code Authentication. Disable the User Code Authentication on the Remote machine.
- Use this function to check the contents of a file that is stored in memory and not yet sent. Also, use this function to cancel a transmission from the Client-side Machine.

CAUTION:

Before installing this option:

• Upgrade the machine firmware to the following versions or newer.

Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502

Date: 04-Apr-12

No.: RD643001a

At-C3

Firmware	S/N	Suffix	Version
System/Copy	D1425562	Н	2.00.3
Network Support	D1425563	E	11.77.2
Fax	D1425569	Е	03.02.00
RemoteFax	D1425564	E	03.00.00
Websupport	D1425565	E	1.11
WebUapl	D1425566	Е	1.04
Network DocBox	D1425567	E	2.01
Scanner	D1425570	E	01.11
Printer	D1425572	Е	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1425560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Ap-C3

Firmware	S/N	Suffix	Version
System/Copy	D1445562	Н	2.00.3
Network Support	D1445563	E	11.77.2
Fax	D1445569	Е	03.02.00
RemoteFax	D1445564	Е	03.00.00
Websupport	D1445565	Е	1.11
WebUapl	D1445566	E	1.04
Network DocBox	D1445567	E	2.01
Scanner	D1445570	Е	01.11
Printer	D1445572	Е	1.06
PCL	D1445580	Е	1.08
Powersaving Sys	D1445560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502 Date: 04-Apr-12 No.: RD643001a

1. Installing the application

On both the Remote Machine and the Client-side Machines:



- 1. Remove the SD-card slot cover [A] from the SD card slots (screw x 1)
- Insert the SD card (Fax Connection Unit Type B) in SD slot 2 (lower) with its label face [B] towards the front of the machine. Then push it slowly into SD slot 2 (lower) until you hear a click.
- 3. Plug in, and then turn on the machine.
- 4. Move the Fax Connection Unit Type B application from the SD card in SD slot 2 (lower) to the SD card in SD slot 1 (upper) with SP5-873-001.
- 5. Turn off the machine.
- 6. Remove the SD card from SD slot 2 (lower), and then keep it in a safe place (see "SD Card Appli Move" in the manual for the main frame).
- 7. Attach the SD-card slot cover, and then turn on the machine (screw x 1)
- 8. Make sure that the machine can recognize the option (see 'Check All Connections' in the controller option section of the manual for the main frame)

2. Registering the Remote Machine

Note:

• Only one machine can be registered as the Remote Machine.

On the Client-side Machine(s):

- 1. Press the [User Tools/Counter] key on the operation panel
- 2. Press [Administrator Tools].
- 3. Press [Program/Delete Device Certificate].

Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-12	No.: RD643001a

4. Enter the IP address or host name of the Remote Machine and press [Set] to set.

5. Press [Exit] to exit from the set-up procedure.

3. Registering the Client-side Machine(s)

Note:

• Up to six machines can be registered as the Client-side Machines.

On the Remote Machine:

- 1. Press the [User Tools/Counter] key on the operation panel
- 2. Press [Administrator Tools].
- 3. Press [Program/Delete Device Certificate].
- 4. Enter the IP address or host name of the Client-side Machines and press [Set] to set.

4. Configuring the Remote Reception Settings

Do the following procedure to enable the Client-side Machine(s) to receive faxes via the Remote Machine. You can forward or route received documents per line or special sender or box.

Note:

 By performing procedures #1-3 above, the Client-side Machines can send faxes via the Remote Machine. The procedures shown below are necessary to enable the Client-side Machines to receive faxes.

On the Remote Machine:

1) If you use "Remote Reception Setting per Line"

- 1. Press [Facsimile Features].
- 2. Press [Remote Reception Setting per Line] in [Reception Settings].
- 3. Enter an IP address or a host name of the client-side machine to connect.
- 4. Press [Set], and [Exit] to exit from the setting.

2) If you use "Remote Reception per Sender"

- 1. Press [Facsimile Features].
- 2. Press [Program Special Sender] in [Reception Settings].
- 3. Select the Special Sender.

Technical Bulletin

Reissued:16-Apr-12



4. Press [Remote Reception Setting per Sender].

Program / Change		Cancel	ОК
Check contents, then press [OK].			
Own Name and Fax Number	Conditions: I	Full Agreement	Partial Agreement
Authorized Reception per Sender Off	Print 2 Sided per	r Sender 🛛 Same	as Basic Settings
RX File Print Qty per Sender Same as Basic Settings	Memory Lock RX pe	r Sender Same	as Basic Settings
Forwarding per Sender Same as Basic Settings	Paper Tray per	Sender Same	as Basic Settings
Remote Reception Setting per Sender On			
▶Remote Machine: (%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%	****		<u>د</u>

5. Press [On] and [Remote Machine].

Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-12	No.: RD643001a
Remote Reception Setting per Sender	Cancel OK	
Select item, then press [OK].		
On Off		
Remote Machine XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		1

- 6. Enter an IP address or a host name of the client-side machine to connect.
- 7. Press [OK] to exit from the setting.

3) If you use "Remote Reception per Box"

- 1. Press [Facsimile Features].
- 2. Press [Box Setting] in [General Settings].

💽 Facsimile Featur	Exit				
General Settings Can Settings Reception Settings					
Quick Operation Key 1	Prohibit Auto Print	Box Setting)		
Quick Operation Key 2	Security	Box Setting: Print List			
Quick Operation Key 3	RX File Settings	X File Settings On Hook Mode Release Time			
Switch Title	Title 1	Title 1 Auto Print Fax Journal On			
Search Destination	LDAP server1	DAP server1 Ring Sound Or			
Communication Page Count	Communication Page Count				
Adjust Sound Volume					

3. Select the box.

Technical Bulletin

Reissued:16-Apr-12



4. Press [Personal Box].

🕦 Select kind of	Boxito program. 10
	10 10 10
	10 10 10
	10 10 10
Personal Box	Information Box Transfer Box
	10 10 10
	10 10 10
Cancel	+

- 5. Enter a dial-in number.
- 6. Press [Remote Machine].

Technical Bulletin

Reissued:16-Apr-12

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-1	12	No.:	RD643001a
Personal Box Setting		Cance	L I	ОК
Enter SUB / SEP Code.				
SUB / SEP Code				-
[]	Clear			
← → Space				
Box Name Synthetic design Center				
Password				
Receiver 🛛 🚺 🕄 Sales office of Shiniyuku				
Security				
Remote Machine				

- 7. Enter an IP address or a host name of the client-side machine to connect.
- 8. Press [OK] to exit from the set-up procedure.

5. Remote Fax Icon Addition

This procedure allows the remote fax icon to appear on the home screen of the operation panel.

On both the Remote Machine and the Client-side Machines:

- 1. Press [User Tools].
- 2. Press [Edit Home].



d1440144

3. Press [Add Icon].

Technical Bulletin

Model: At/Ap-C3 Fax Option Type C5502	Date: 04-Apr-12	No.: RD643001a
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Flat turn	······	
Move Icce Delete Icon All CO		
Pestore Default icon Diallar Pestores the default icon dialay on the Home screen.		
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mart mak on Key Schen _ keys to a make on the tar rant of the Here schen.		
	d1440145	
Press [Remote Fax].		
88 Icon Select an Icon to Add	Esit	
sect an conito add. ons already displayed on the Herrel screen carnot be selected.		
Association Program Extended Feature	UH /	
Frank FAL		
	and the second sec	
	d1440146a	
. Press a [Blank] to set a location for the re	emote fax icon.	
idd Icon	- Let	
Sectation 🥝 🚱 😡	S	
Gause Scarner Painter	Courset III	
	First III	

		d1440147
6	Proce [Evit] to ovit from the cot up procedu	Iro

the Plant Landbarton

6. Press [Exit] to exit from the set-up procedure.

Technical Bulletin

PAGE: 1/1

Model: At/Ap-C3 Fax Option Type C5502 Dat			e: 07-May	-12	No.: RD643002	
Subject: FSM fax manual correction F			Prepare	d by: н.т	amaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part inf	orma	tion	Action	1 required
	Mechanical	Electric	al		🛛 Servic	e manual revision
	Paper path Transmit/rec		t/receive Retrofit information		fit information	
	Product Safety	🛛 Other ()	Tier 2	

This RTB is to inform a service manual correction for Fax Option Type C5502. The areas in **bold** were corrected.

Service Manual Correction:



Technical Bulletin

PAGE: 1/1

Model: At/Ap-C3 FAX Option Type C5502 Dat			e: 11-Jul-	12	No.: RD643003	
Subject: Parts information (FCU)			Prepared by: S. Hayami			
From: 1st Tech S	ervice Sect., MFP/P Tech Ser	vice Dept.				
Classification:	Troubleshooting	Part inf	orma	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path Transmit/rec		eive	Retrof	fit information	
	Product Safety	Other ()	🗌 Tier 2	

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D6435181	D6435296	PCB:FAX CONTROL UNIT:TWN:SERVICE PARTS:ASS'Y					For TWN model
D6435182	D6435292	PCB:FAX CONTROL UNIT:NA:SERVICE PARTS:ASS'Y	1	0/0	3	10	For NA model
D6435184	D6435294	PCB:FAX CONTROL UNIT:EU:SERVICE PARTS:ASS'Y					For EU/AA/CHN models

Change: The following FFC was added to the FCU.

Reason: This FFC is used to transfer user data from an old FCU to a new FCU when the FCU is replaced.

FFC:



Technical Bulletin

PAGE: 1/7

Model: AT/AP-C3 Fax Connection Unit Type B Date			te:10-Dec-12		No.: RD643004	
Subject: Installation Procedure for Fax Connection Unit Type B					d by: Sho	ohta Hayami
From: 1st Tech S	ervice Sect., MFP/P Tech Service	vice Dept.				
Classification:	Troubleshooting	Part info	ormat	ion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retrot	fit information
	Product Safety	Other ()	Tier 2	

Service Manual Revision

D645

Fax Connection Unit Type B (Remote Fax)

Installation Procedure

This unit allows a machine without the fax unit installed ("Client-side Machine") to send and receive faxes via a machine with the fax unit installed ("Remote Machine").

Requirements:

- Up to six machines can be registered as the Client-side Machines.
- Machines that have the fax unit installed **cannot** be used as the Client-side Machine.
- Only one machine can be registered as the Remote Machine.
- Firmware for this unit: "aics" (software number: D1445546)
- Remote Fax transmissions are possible on a G3 line.
- The remote fax function does not support User Code Authentication. Disable the User Code Authentication on the Remote machine.
- Use this function to check the contents of a file that is stored in memory and not yet sent. Also, use this function to cancel a transmission from the Client-side Machine.

Technical Bulletin

PAGE: 1/7

Model: AT/AP-C3 Fax Connection Unit Type B

Date:10-Dec-12

No.: RD643004

CAUTION:

Before installing this option:

Upgrade the machine firmware to the following versions or newer.

Firmware for AP-C3

Firmware name	P/N	Suffix	Version
System/Copy	D1445562	Н	2.00.3
Network Support	D1445563	E	11.77.2
Fax	D1445569	E	03.02.00
RemoteFax	D1445564	E	03.00.00
Websupport	D1445565	E	1.11
WebUapl	D1445566	E	1.04
Network DocBox	D1445567	E	2.01
Scanner	D1445570	E	01.11
Printer	D1445572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1445560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Firmware for AT-C3

Firmware name	P/N	Suffix	Version
System/Copy	D1425562	н	2.00.3
Network Support	D1425563	E	11.77.2
Fax	D1425569	E	03.02.00
RemoteFax	D1425564	E	03.00.00
Websupport	D1425565	E	1.11
WebUapl	D1425566	E	1.04
Network DocBox	D1425567	E	2.01
Scanner	D1425570	E	01.11
Printer	D1425572	E	1.06
PCL	D1445580	E	1.08
Powersaving Sys	D1425560	D	F.11
FCU	D6435570	E	02.00.00
Java VM	D1445594	D	10.04.02

Technical Bulletin

Model: AT/AP-C3 Fax Connection Unit Type B

Date:10-Dec-12

No.: RD643004

1. Installing the application

On both the Remote Machine and the Client-side Machines:



- 1. Remove the SD-card slot cover [A] from the SD card slots (Screw x 1)
- Insert the SD card (Fax Connection Unit Type B) in SD slot 2 (lower) with its label face [B] towards the front of the machine. Then push it slowly into SD slot 2 (lower) until you hear a click.
- 3. Plug in, and then turn on the machine.
- 4. Move the Fax Connection Unit Type B application from the SD card in SD slot 2 (lower) to the SD card in SD slot 1 (upper) with SP5-873-001.
- 5. Turn off the machine.
- 6. Remove the SD card from SD slot 2 (lower), and then keep it in a safe place (see "SD Card Appli Move" in the manual for the main frame).
- 7. Attach the SD-card slot cover, and then turn on the machine (x 1)
- 8. Make sure that the machine can recognize the option (See 'Self-Diagnosis Report' and check whether aics (D1445546) is listed in [Loading Program].)

2. Registering the Remote Machine

Note:

Only one machine can be registered as the Remote Machine.

On the Client-side Machine(s):

- 1. Press the [User Tools/Counter] key on the operation panel
- 2. Press [System Settings] to select.
- 3. Press [Administrator Tools] to select.
- 4. Press [Program/Change/Delete Remote Machine] to select.
- 5. Enter the IP address or host name of the Remote Machine.

Technical Bulletin

Model: AT/AP-C3 Fax Connection Unit Type B Date:10-Dec-12 No.: RD643004

- 6. Press [Set] to set after "connection test".
- 7. Press [Exit] to exit from the set-up procedure.

3. Registering the Client-side Machine(s)

Note:

• Up to six machines can be registered as the Client-side Machines.

On the Remote Machine:

- 1. Press the [User Tools/Counter] key on the operation panel
- 2. Press [System Settings] to select.
- 3. Press [Administrator Tools] to select.
- 4. Press [Program//Change/Delete Remote Machine] to select.
- 5. Enter the IP address or host name of the Client-side Machines.
- 6. Press [Set] to set after "connection test".

4. Configuring the Remote Reception Settings

Do the following procedure to enable the Client-side Machine(s) to receive faxes via the Remote Machine. You can forward or route received documents per line or special sender.

Note:

By performing procedures #1-3 above, the Client-side Machines can **send** faxes via the Remote Machine. The procedures shown below are necessary to enable the Client-side Machines to **receive** faxes.

On the Remote Machine:

1) If you use "Remote Reception Setting per Line"

- 1. Press [Facsimile Features] to select.
- 2. Press [Remote Reception Setting per Line] in [Reception Settings] to select.
- 3. Enter an IP address or a host name of the client-side machine to connect.
- 4. Press [Set], and [Exit] to exit from the setting.

2) If you use "Remote Reception per Sender"

- 1. Press [Facsimile Features] to select.
- 2. Press [Program Special Sender] in [Reception Settings] to select.
- 3. Select the Special Sender.

Technical Bulletin

PAGE: 3/7

Model: AT/AP-C3 Fax Connect	ion Unit Type	В	Date:10-Dec-12		No.: R	D643004
Program Special Sender			F		, C	Exit
Select destination to program	or change.					
Program / Change E	elete				Initia	l Set Up
001 Tokyo branch	Full Agree	002 Head of	fice of Osaka	Full	Agree	
003 branch	Part.Agree	004 ×Not P	rogrammed	Full	Agree	
005 ×Not Programmed	Full Agree	006 ×Not P	rogrammed	Part	.Agree	
007 ×Not Programmed	Full Agree	008 ×Not P	rogrammed	Full	Agree	1∕2 ▲ Previous
009 ×Not Programmed	Full Agree	010 XNot P	rogrammed	Full	Agree	▼ Next

4. Press [Remote Reception Setting per Sender] to select.

Program / Change	Cancel OK
Check contents, then press [OK].	
Own Name and Fax Number 1	Conditions: Full Agreement Partial Agreement
Authorized Reception per Sender Off	Print 2 Sided per Sender Same as Basic Settings
RX File Print Qty per Sender Same as Basic Settings	Memory Lock RX per Sender Same as Basic Settings
Forwarding per Sender Same as Basic Settings	Paper Tray per Sender Same as Basic Settings
Remote Reception Setting per Sender On	
▶ Remote Machine:	*******************

5. Press [On] and [Remote Machine] to select.

RICOH Technic	PAGE: 4/7	
Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
Remote Reception Setting per Sender Select item, then press [OK]. On Off	Cancel OK	
Remote Machine %%%%%%%%%%%%%%%		

- 6. Enter an IP address or a host name of the client-side machine to connect.
- 7. Press [OK] to exit from the setting.

5. Remote Fax Icon Addition for Remote Machine

This procedure allows the remote fax icon to appear on the home screen of the operation panel.

On both the Remote Machine and the Client-side Machines:

- 1. Press [User Tools].
- 2. Press [Edit Home].

🐵 User Tools / Cou	nter / Enquiry		Est
Section Sections	Conser / Document Server Features	B	Français
Aster Tox Meant	C Printer Features	I	Eram
Tras Paser Settings	Searner Features		
Edit Home	Extended Feature Settings		
		p	Mantenance
		123	Courter

d1440144

3. Press [Add Icon].

140

Technical Bulletin

Model: AT/AP-C3 Fax Connection Unit Type B	Date:10-Dec-12	No.: RD643004
East Home East Home can be marted on the Home scient.		
▶ lát ters		
Move kon Delete kon Add Iron		
Restore Default icon Decalar Pestores the default icon diselay on the Home screen.		
Insert Image on Home Screen Inserts an image on the top rank of the Home screen,		
d144014	15	
At the Select in Kon to All		
Select an icon to add.		
Are lost on the Period of the Period Carrot De Selected.	1	
	3	
d144014	5a	
5. Press a [Blank] to set a location for the remote	rax icon.	
Add Icon	100	

....

6. Press [Exit] to exit from the set-up procedure.

Same



Technical Bulletin

PAGE: 1/1

Model: AP/AT-C3 FAX Option Type C5502

Date: 23-Aug-12

No.: RD643005

Subject: Receiving fax lines alternate with multi fax line machine			Prepared by: Koji Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	☑ Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	🛛 Tier 2

IMPORTANT: For machines that use two or more fax lines, make a <u>forced visit</u> as soon as possible, or apply the Solution at machine installation.

SYMPTOM

Two separate faxes are printed out in alternation if one is received (via one line) while the other is already start to print out (having been received via another line).



CAUSE

FCU firmware bug

SOLUTION

Update the FCU firmware (D6435570) to ver 07.00.00